

METHOD AND APPARATUS FOR INITIATING CALL ANALYSIS USING AN INTERNET PROTOCOL PHONE

ABSTRACT OF THE DISCLOSURE

Call analysis is initiated from an IP phone. In one embodiment, the phone accesses configuration information that is associated with the phone. The configuration information includes information about an associated network management system (NMS), such as an IP address of a NMS and specification of a particular port of the NMS to which alerts are to be sent. Further, the IP phone transmits an alert to the NMS. The alert informs the NMS about the call with which a problem is encountered and serves as a request for analysis of the call. For example, the alert is automatically triggered by the phone in response to determining that an issue or problem exists with the call that warrants analysis of the call. In the latter example, the IP phone is provisioned with algorithms for detecting and identifying various problems that may be encountered in IP telephony environments.